

# Carol Rowan Childminding Service Child Minding

Ayr

**Type of inspection:**  
Unannounced

**Completed on:**  
19 March 2024

**Service provided by:**  
Carol Rowan

**Service provider number:**  
SP2020991157

**Service no:**  
CS2020379399

## About the service

Carol Rowan (Carol Rowan Childminding Service) provides a childminding service from her home in Drongan, East Ayrshire. The service is close to local schools, nurseries, shops, parks, woodland, the beach, the library, transport links and other amenities. Children are cared for in the kitchen, dining room and living room and have access to the family bathroom and a secure back garden.

The childminder is registered to provide a care service to a maximum of 6 children at any one time under the age of 16, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.

## About the inspection

This was an unannounced inspection which took place on Tuesday 19 March 2024. We gave virtual feedback to the service on the same date at 18.30. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included registration information, information submitted by the service, and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- observed and spoke with several children using the service
- sent out a family questionnaire and received three responses
- spoke with staff and management
- observed practice and daily life
- reviewed documents.

## Key messages

- The childminder was committed to supporting children to learn through play.
- Children were at the heart of the service and were cared for by a childminder who knew them and their families well.
- Children's health and wellbeing needs were met well.
- Children were cared for in a loving, nurturing and respectful environment.
- The childminder enabled children to lead their own play based on their interests.
- The childminder had established good relationships with the local early years centre.

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care, play and learning?	5 - Very Good
How good is our setting?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

## How good is our care, play and learning?

5 - Very Good

We found significant strengths in aspects of the care provided and these supported positive outcomes for children, therefore we evaluated this key question as very good.

### Quality indicator 1.1: Nurturing care and support

Children attending the service were confident, happy and relaxed in the care of the childminder. We observed the children having fun with the childminder and heard them laughing and enjoying the time they spent there. Children's needs were well met through loving, warm and nurturing interactions. The childminder responded to them sensitively providing reassurance when they needed it. This meant children felt loved, safe and secure.

The childminder knew the children very well, including their needs and preferences. We observed her supporting and encouraging loving, respectful friendships between the children in her care. Children and their families were at the heart of the service delivered. The childminder provided gentle encouragement, calm support and praised children's successes in a warm and nurturing manner. This provided reassurance and ensured children were well-supported in the service. One parent told us, "Carol is very accommodating and approachable. My child loves going."

Personal plans included information to support children's health and wellbeing and interests. The childminder used a clear plan to show children's development. The childminder worked with parents to support children's routines. Children attending the service had personal plans in place that were up-to-date and had been reviewed with families. This ensured children's current health, wellbeing and developmental needs were supported appropriately by the childminder.

Mealtimes were calm, unhurried and relaxed. The childminder recognised the importance of supervising snack and mealtimes. Parents provided meals and snack for their children. The childminder had shared healthy and nutritional food guidance and ideas with parents in order to encourage healthy eating.

The childminder had a loving, friendly and open approach with children and families which supported the development of trusting relationships. As a result, effective communication kept parents informed.

Conversations with parents, when children were dropped off or collected, meant there were opportunities for informal chats about each child's day.

### Quality indicator 1.3: Play and learning

Children benefited from being actively involved in leading their play. On the day of the inspection visit, one school aged child was very interested in animal parts. They had brought a book along to share and read. They enjoyed reading out loud to their peers. The childminder joined in to support them, providing vocabulary, and sensitively helping them to read complicated words. As a result, children were very happy and learning from their play experiences. One child told us they "loved playing at Carol's".

The childminder demonstrated a very good understanding of child development. She supported literacy and numeracy as she played with children. Because she knew them well, she was responsive to them, including to their nonverbal communication. This meant children were developing well and making good progress.

Children's play experiences were enhanced from opportunities within their community. The children walked to and from the local school and nursery, and spent time in the local parks. As a result, children were developing skills, forming new relationships, and developing confidence whilst engaging with their local community.

### How good is our setting?

#### 4 - Good

We evaluated this key question as good, where several strengths impacted positively on children's outcomes and clearly outweighed areas for improvement.

Children were cared for in an environment that was homely and welcoming. Children had comfortable places to play, relax and sleep and the spaces were bright and well-maintained. As a result, children were settled and were given the message that they mattered.

Children were relaxed, confident and having fun with resources that allowed them to explore and experiment. Resources were well-presented and easily accessible for children to choose from. The childminder understood the importance and benefits of play experiences that took account of children's interests and stages of development. A variety of loose parts and open-ended materials would further enhance and develop children's curiosity and enquiry skills.

Experiences outdoors supported children to be healthy, active and develop confidence. Risk assessments had been developed since the last inspection visit, and should continue to be reviewed and updated. The children accessed the secure back garden by a steep staircase, however the childminder had considered the risks to children and minimised them where possible.

Information about children was kept securely. Sensitive information was only shared with those who needed it to meet children's needs. As a result, children's information was protected, and storage complied with relevant best practice.

Infection control procedures supported children's wellbeing. The childminder had developed an infection control policy and had reviewed nappy changing procedures. Children were supported to wash their hands at key times and effective cleaning procedures were in place. As a result, infection risks were minimised.

### How good is our leadership?

#### 4 - Good

We evaluated this key question as good, where several strengths impacted positively on children's outcomes and clearly outweighed areas for improvement.

Self-reflection had helped the childminder to consider her service and identify areas to improve. Improvement planning, although not formally recorded, was helping to shape progress. We heard examples of training needs and skill updates being identified. The childminder should continue to develop robust approaches to quality assurance and improvement planning, this would help to further enhance outcomes and experiences for children.

Policies, procedures and risk assessments supported children's wellbeing. The childminder had reviewed and updated existing policies and had developed policies when they were required.

Children were encouraged to share their thoughts and views. The childminder had sought parents' views and these views were evidenced throughout the service. Collecting the views of children and their families regularly had helped to plan activities and supported parents to feel valued and included. A parent told us, "It's like a home from home for my child", whilst another commented: "I wouldn't change a thing about the service."

The childminder was aware that best practice could be used to develop the service and had begun to familiarise herself with some of these. We could see that the childminder had made use of the Care Inspectorate guidance A quality framework for daycare of children, childminding and school aged children and Realising the ambition: Being Me.

## How good is our staff team?

**5 - Very Good**

We found significant strengths in aspects of the care provided and these supported positive outcomes for children, therefore we evaluated this key question as very good

The childminder was kind and caring which ensured children felt valued and loved. She recognised the importance of strong attachments, was nurturing in her approach and understood children's needs. Children responded positively to the support provided by the childminder, and they were given an appropriate amount of time to listen and respond to instructions. The childminder had formed strong and trusting relationships with children and their parents, giving them confidence and security in the care she provided. A parent told us, "Carol is a fantastic childminder, she makes my child feel safe and happy."

The childminder was aware of the importance of ensuring that she had the appropriate knowledge and skills to offer high quality care and experiences for the children. The childminder was proactive in relation to keeping up-to-date with best practice and accessed useful websites such as the Care Inspectorate hub, the Scottish Childminding Association hub and other childminding forums and Facebook pages. She had recently been unable to access first aid update training, due to its geographic location so had proactively sought online training for herself whilst she waited for a course that was easier for her to attend. This contributed to supporting very good experiences and outcomes for children.

The childminder was knowledgeable about children's development and aware of the individual needs of each child. She used her knowledge to respond to their needs and interests. This resulted in children receiving care and support that was right for them. A child told us "Carol is great!"

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

To effectively support children's care and development, processes for documenting personal plans should be improved. Plans should reflect children's ongoing development and the care they need to ensure the best outcomes. Plans should continue to be reviewed regularly with parents, at a minimum of every six months.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that: "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15).

**This area for improvement was made on 12 August 2022.**

#### Action taken since then

Personal plans have been developed and now reflect children's health, safety and welfare needs.

**This area for improvement has been met.**

### Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com)

## Detailed evaluations

How good is our care, play and learning?	5 - Very Good
1.1 Nurturing care and support	5 - Very Good
1.3 Play and learning	5 - Very Good
How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - Good
How good is our leadership?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good
How good is our staff team?	5 - Very Good
4.1 Staff skills, knowledge and values	5 - Very Good



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